



# TRICARE Service Centers Your First & Last Stop

TEO FS-13

"Your Passport to Quality Health"

Fact Sheet

*Your supporting TRICARE Service Center can help you find the answers you need for all your TRICARE-related questions and problems. Here is a breakdown of who and what you will find at your local TSC.*

## What is a TSC?

TRICARE Service Centers (TSCs) help ease some of the uncertainty you might encounter when seeking medical care in Europe. Your TSC is an important resource whether you need medical care in a military treatment facility (MTF) or from local host nation providers in your surrounding community. TSC staff members can also answer your questions. What else can you do at your TSC?

- Find out about your TRICARE Europe Program options
- Transfer enrollments from your last stateside assignment
- Get all the assistance you need with health benefits and claims
- Resolve a difficult problem or get help with a complaint

These are just a few examples of how your local TSC staff can help you. There is a TSC located at each major military hospital or clinic around Europe (see listing on next page).

## Beneficiary Counselor and Assistance Coordinators

Your Beneficiary Counselor and Assistance Coordinator, or BCAC (pronounced Bee-Cack), is available at your local TSC to help you.

Congress mandated the creation of the BCAC program just a few years ago to improve customer service and satisfaction and enhance beneficiary education. BCACs act as a preventative mechanism for trouble-shooting TRICARE and Military Health System issues and concerns. When you need help solving a TRICARE-related problem, start with your BCAC.

## Medical Service Coordinators

The Medical Service Coordinators, or MSCs, at your local TSC provide a wide variety of services. MSCs are responsible for enrolling and disenrolling active duty family members in TRICARE Prime, and retirees in TRICARE Plus if this program is locally available.

MSCs will also assign your Primary Care Manager (PCM) and handle all requests for PCM changes. MSCs can also help you understand referral procedures and assist with the overall referral process.

## Debt Collection Assistance Officer

Your Debt Collection Assistance Officer (DCAO) can help you understand and get assistance with debt collection problems. If you receive a notice from a collection agency or a negative credit report because of a medical or dental bill, you should call or visit the nearest DCAO. Usually this person will be at your local TSC.

If you do need help in this area, be sure to bring or submit all documentation associated with a collection action or adverse credit rating to the DCAO. This includes debt collection letters, TRICARE explanation of benefits (EOBs), and medical/dental bills from providers. The more information you can provide, the faster it will be to determine the cause of the problem. The DCAO will research your claim with the appropriate claims processor or other agency points of contact and provide you with a written resolution to your collection problem. The collection agency will be notified by the DCAO that action is being taken to resolve the issue. The DCAO cannot provide you with legal advice or fix your credit rating, but can help you through the debt collection process by providing you with documentation for your use with the collection or credit reporting agency in explaining the circumstances relating to the debt.



## Patient Liaisons

Patient Liaison teams vary from TSC to TSC depending on the needs of the communities they support. In general, patient liaisons provide translation services for beneficiaries hospitalized in host-nation

facilities that use the local host nation network of health care providers. Members are always on-call, so you can get help whatever time of day.

If you don't speak the local language and need to see a host nation provider, the Patient Liaison team's bilingual staff members can help. Patient liaisons work closely with you and the hospital staff to ensure you understand everything about the health care provided during your visit to a civilian provider or hospitalization in a host nation facility.

## Every TSC is a little Different

You may notice that your local TSC seems a little different from what we've described here. That's because we try to tailor each of our TSCs to meet the specific needs of beneficiaries at each of our 52 locations around Europe.

Call or visit the TRICARE Service Center closest for assistance. Your TSC staff is there for one reason: to help you!

## TRICARE Service Centers in Europe

TRICARE Europe Office, Sembach Airbase, Germany — Commercial: (country code 49) 06302-67-6312/6314 or DSN: 496-6312/6314

Facility	Commercial Telephone	DSN Telephone	Facility	Commercial Telephone	DSN Telephone
<b>GERMANY</b>			<b>GERMANY</b>		
Babenhausen USA Clinic	06073-38-574/313	348-3574/3313	<b>GERMANY</b>		
Bad Aibling USA Clinic	08061-80-3851	441-3851	<b>GERMANY</b>		
Bamberg USA Clinic	0951-300-7420/7897	469-7420/7897	<b>GERMANY</b>		
Baumholder USA Clinic	06783-6-6570/6205	485-6570/6205	<b>GERMANY</b>		
Bitburg-Spangdahlem	06561-69-3100/3110	453-3100/3110	<b>GERMANY</b>		
USAF Hospital			<b>GERMANY</b>		
Büdingen USA Clinic	06042-80-820/789	321-4820/4789	<b>GERMANY</b>		
Butzbach USA Clinic	06033-9821-45/48	345-4045/48	<b>GERMANY</b>		
Darmstadt USA Clinic	06151-99-7380/6791	348-7379/6791	<b>GERMANY</b>		
Dexheim USA Clinic	06133-69956	334-5956	<b>GERMANY</b>		
Friedberg USA Clinic	06031-81-3112/3652	324-3112/3652	<b>GERMANY</b>		
Geilenkirchen USAF Clinic	02451-99-3400/3401/3402	None	<b>GERMANY</b>		
Giebelstadt USA Clinic	09334-8-7411/7610	352-7610/7411	<b>GERMANY</b>		
Grafenwöhr USA Clinic	09641-83-7424/8307	475-7424/8307	<b>GERMANY</b>		
Hanau USA Clinic	06181-500-6608/6610	328-6608/6610	<b>GERMANY</b>		
Heidelberg USA Hospital	06221-17-2362/2363	371-2362/2363	<b>GERMANY</b>		
Hohenfels USA Clinic	09472-83-4528/4538	466-4528/4538	<b>GERMANY</b>		
Illesheim USA Clinic	09841-83-512/588	467-4512/4588	<b>GERMANY</b>		
Kaiserslautern USA Clinic	0631-411-6358/6359	483-6358/6359	<b>GERMANY</b>		
Katterbach USA Clinic	09802-83-2619	467-2619	<b>GERMANY</b>		
Kitzingen USA Clinic	09321-305-415	355-8415	<b>GERMANY</b>		
Landstuhl RMC	06371-86-6374/8234	486-6374/8234	<b>GERMANY</b>		
Mannheim USA Clinic	0621-730-4708	380-4708	<b>GERMANY</b>		
Ramstein USAF Clinic	06371-46-2616/2557	479-2616/2557	<b>GERMANY</b>		
Rhein-Main USAF Clinic	069-69719-265	330-4265	<b>GERMANY</b>		
Schweinfurt USA Clinic	09721-96-6638	354-6638	<b>GERMANY</b>		
Stuttgart USA Clinic	0711-680-8625/8638	430-8625/8638	<b>GERMANY</b>		
Vilseck USA Clinic	09662-83-2026/2000	476-2026/2000	<b>GERMANY</b>		
Wiesbaden USA Clinic	0611-705-5248/7316	337-5248/7316	<b>GERMANY</b>		
Würzburg USA Hospital	0931-804-3372/3873	350-3372/3873	<b>GERMANY</b>		
TRICARE Europe - Central TRICARE Service Center (CTSC)	06302-6302-67-7433 or from states 1-888-777-8343	496-7433	<b>GERMANY</b>		
			<b>BELGIUM</b>		
			Brussels NATO Clinic	02-717-9503	365-9503
			SHAPE (Mons) Clinic	06-544-5837/5853	423-5974/5853
			<b>GREECE</b>		
			Souda Bay USN Clinic	0821-66-200-1580/1590	266-1580/1590
			<b>ICELAND</b>		
			Keflavik USN Hospital	425-3256/3229	228-3256/3229
			<b>ITALY</b>		
			Aviano USAF Clinic	0434-66-5133/5406	632-5133/5405
			Camp Darby USA Clinic	050-54-7883	633-7883
			Gaeta USN Clinic	030-903-3068	632-7709/7710
			La Maddalena USN Clinic	0789-798-275/276	623-8275/8276
			Naples USN Hospital	081-724-3671/3677	625-3671/3677
			Sigonella USN Hospital	095-56-4848/4877	624-4848/4877
			Vicenza USA Clinic	0444-51-8304/7294	634-8304/7294
			<b>PORTUGAL</b>		
			Lajes USAF Clinic	295-57-2262	312-535-2262
			<b>SPAIN</b>		
			Rota USN Hospital	956-82-3556/3552	727-3556/3552
			<b>TURKEY</b>		
			Incirlik USAF Hospital	0322-316-6628/8670	676-6628/8670
			<b>UNITED KINGDOM</b>		
			Croughton USAF Clinic	01280-70-8721	236-8721
			London USN Clinic	01895-61-6393/6328	235-6338/6324
			London USN Clinic	01895-61-6393/6328	235-6338/6324
			Menwith Hill USAF Clinic	01638-52-8688/8719	226-8688/8719
			St Mawgan USN Clinic	01637-87-6111	234-3568
			Upwood USAF Clinic	01480-844-561/4502	268-4561/4502

## TRICARE Regional Points of Contact

State	Number	State	Number	State	Number
Alabama	(800) 444-5445	Louisiana (western)	(800) 406-2832	Pennsylvania	(888) 999-5195
Alaska	(800) 242-6788	Maine	(888) 999-5195	Puerto Rico/Virgin Islands	(800) 444-5445
Arizona (except Yuma)	(888) 874-9378	Maryland	(888) 999-5195	Rhode Island	(888) 999-5195
Arizona (Yuma only)	(800) 242-6788	Massachusetts	(888) 999-5195	South Carolina	(800) 444-5445
Arkansas	(800) 406-2832	Michigan	(800) 941-4501	South Dakota	(888) 874-9378
California (northern)	(800) 242-6788	Minnesota	(888) 874-9378	Tennessee	(800) 444-5445
California (southern)	(800) 242-6788	Mississippi	(800) 444-5445	Texas (eastern)	(800) 406-2832
Colorado	(888) 874-9378	Missouri	(888) 874-9378	Texas (western)	(888) 874-9378
Connecticut	(888) 999-5195	Montana	(888) 874-9378	Utah	(888) 874-9378
Delaware	(888) 999-5195	Nebraska	(888) 874-9378	Vermont	(888) 999-5195
Florida (except Panhandle)	(800) 444-5445	Nevada	(888) 874-9378	Virginia (northern)	(888) 999-5195
Florida (Panhandle Area)	(800) 444-5445	New Hampshire	(888) 999-5195	Virginia (southern)	(800) 931-9501
Georgia	(800) 444-5445	New Jersey	(888) 999-519	Washington	(800) 404-0110
Hawaii	(800) 242-6788	New Mexico	(888) 874-9378	Washington DC	(888) 999-5195
Idaho	(888) 874-9378	New York	(888) 999-5195	West Virginia (southwest)	(800) 941-4501
Illinois	(800) 941-4501	North Carolina	(800) 931-9501	West Virginia (northeast)	(800) 999-5195
Indiana	(800) 941-4501	North Dakota	(888) 874-9378	Wisconsin	(800) 941-4501
Iowa	(888) 874-9378	Ohio	(800) 941-4501	Wyoming	(888) 874-9378
Kansas	(888) 874-9378	Oklahoma	(800) 406-2832	TRICARE Europe	(888) 777-8343
Kentucky	(800) 941-4501	Oregon	(800) 404-0110	TRICARE Latin America	(888) 777-8343
Louisiana (eastern)	(800) 444-5445			TRICARE Pacific	(888) 777-8343

Note: These toll-free numbers are not free when dialing from overseas. However, you can contact a stateside base operator via DSN and ask them to place the number toll-free.